



US Army Health Clinic Schofield Barracks, Hawaii

Customer Service Representative Office

The Customer Service Representative Office (CSRO) is available to offer assistance to all individuals receiving medical care at the US Army Health Clinic. Any concerns, issues, requests for information or assistance, compliments or complaints can be addressed by calling the CSRO at 433-8504 (voice mail is available). Information may be faxed to the office at 433-8506. Letters may be addressed to:

US Army Health Clinic SB
Attn: Customer Service Representative Office (MCHK-HC-A)
Bldg 676 Rm 102
Schofield Barracks, HI 96857-5460

The Customer Service Representative may be e-mailed at rachelle.seybold@amedd.army.mil

SERVICES AVAILABLE

- ◆ Information
- ◆ Health Care Provider Changes
- ◆ Medical Care Access
- ◆ Staff Interaction
- ◆ Compliments
- ◆ Concerns

The forms needed for the above services may be obtained directly from the Customer Service Representative or from the box located outside the office door if the Customer Service Representative is not available. Instructions are provided for their use. If the CSR is not available, there will be an information notice posted on the door of where and whom to see for immediate assistance.

No appointments are necessary, but appointments can be made available to accommodate your schedule.

Please feel free to drop by with any questions or concerns.

OFFICE HOURS

Monday – Friday 8:00 A.M. – 4:00 P.M. (closed 11:00 A.M. – 12:00 P.M.)

LOCATION

The Customer Service Representative's office is located in Bldg 676, Room 102, straight down the hallway from the Clinic Main Entrance, last office on the right before exiting to the Clinic inner courtyard walkway. If you are entering Bldg 676 from the inner courtyard walkway, the office is the first door on the left as you enter the building.

TELEPHONE NUMBERS

Office: (808) 433-8504
Fax: (808) 433-8506